

What we claim is:

1. A call management system comprising:
- a. at least one user position, comprising a computer workstation and associated telephone apparatus;
 - b. a call management computer;
 - c. a digital data network connecting the workstation of said at least one user position with said call management computer;
 - d. said call management computer including means for intercepting an incoming call to said at least one user position;
 - e. means for determining that an intercepted call is for said at least one user position;
 - f. means for interacting with the workstation of said at least one user position to determine how the intercepted call is to be processed;
 - g. and means for processing the call according to instructions received from the workstation of the called user.
2. A call management system in accordance with claim 1 wherein said call management computer includes means for identifying the calling party.

3. A call management system in accordance with claim 1 wherein said call management computer includes means for identifying the type of call.

a 4. A call management system in accordance with claim ¹/₃ wherein said call types include voice calls and fax calls.

5. A call management system in accordance with claim 4 wherein said call types include data calls.

a 6. A call management system in accordance with claim ¹/₃ wherein said call types include voice calls and data calls.

7. A call management system in accordance with claim 6 wherein said call types include fax calls.

8. A call management system in accordance with claim 1 wherein said means for identifying which user was called uses direct inward dialing signals.

9. A call management system in accordance with claim 1 wherein said means for identifying which user was called uses DNIS signals.

10. A call management system in accordance with claim 1 wherein said means for identifying which user was called uses ISDN signals.

11. A call management system in accordance with claim 1 wherein said means for identifying which user was called uses voice recognition apparatus to identify the called party's name when spoken by the caller.

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12. A call management system in accordance with claim 1 wherein said means for identifying which user was called uses Internet screen forms filled in by the caller.
13. A call management system in accordance with claim 1 wherein said means for identifying which user was called includes requesting that the caller enter information and using that information to identify the called user.
14. A call management system in accordance with claim 13 wherein said information includes the called party's extension number.
15. A call management system in accordance with claim 13 wherein said information includes spelling or partial spelling of the called party's name on the telephone keypad by the caller.
16. A call management system in accordance with claim 13 wherein said information includes the called party's name or a portion thereof as spoken by the caller.
17. A call management system in accordance with claim 4 wherein said call management computer includes means for receiving fax documents.
18. A call management system in accordance with claim 17 wherein said call management computer includes storage for received fax documents.

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19. A call management system in accordance with claim 18 wherein said computer workstation selectively retrieves stored fax documents determined to be for its user position.
20. A call management system in accordance with claim 4 wherein said call management computer includes means for receiving data files.
21. A call management system in accordance with claim 20 wherein said call management computer includes storage for received data files.
22. A call management system in accordance with claim 21 wherein said computer workstation selectively retrieves stored data files determined to be for its user position.
23. A call management system in accordance with claim 4 further including means for identifying said fax calls by detecting CNG signals.
24. A call management system in accordance with claim 4 further including means for identifying said fax calls by detecting ISDN messages.
25. A call management system in accordance with claim 5 further including means for identifying said data calls by detecting DTMF signals.
26. A call management system in accordance with claim 5 further including means for identifying said data calls by detecting data carrier signals.

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27. A call management system in accordance with claim 6 further including means for identifying said data calls by detecting DTMF signals.
28. A call management system in accordance with claim 6 further including means for identifying said data calls by detecting data carrier signals.
29. A call management system in accordance with claim 7 further including means for identifying said fax calls by detecting CNG signals.
30. A call management system in accordance with claim 7 further including means for identifying said fax calls by detecting ISDN messages.
31. A call management system in accordance with claim 1 wherein said digital network includes at least one local area network.
32. A call management system in accordance with claim 1 wherein said digital network includes at least one wide area network.
33. A call management system in accordance with claim 1 wherein said digital network includes the Internet.
34. A call management system in accordance with claim 1 wherein said digital network includes at least one ISDN network.

35. A call management system in accordance with claim 4 wherein an identifying message is returned to the calling fax machine which confirms the identify of the called party.
36. A call management system in accordance with claim 7 wherein an identifying message is returned to the calling fax machine which confirms the identify of the called party.
37. A call management system in accordance with claim 2 wherein said means for identifying the calling party uses ANI signals.
38. A call management system in accordance with claim 2 wherein said means for identifying the calling party uses BCLID signals.
39. A call management system in accordance with claim 2 wherein said means for identifying the calling party uses ISDN signals.
40. A call management system in accordance with claim 2 wherein said means for identifying the calling party uses Caller ID signals.
41. A call management system in accordance with claim 2 wherein said means for identifying the calling party uses DTMF signals.
42. A call management system in accordance with claim 2 wherein said means for identifying the calling party uses FSK signals.

43. A call management system in accordance with claim 2 wherein said means for identifying the calling party includes requesting that the caller enter information and using that information to identify the caller.
44. A call management system in accordance with claim 43 wherein said information includes entry of a telephone number.
45. A call management system in accordance with claim 44 wherein said telephone number is the caller's home telephone number.
46. A call management system in accordance with claim 44 wherein said telephone number is the caller's business telephone number.
47. A call management system in accordance with claim 44 wherein said telephone number is the caller's business telephone number plus the extension number.
48. A call management system in accordance with claim 44 wherein said information includes entry of a personal identification number.
49. A call management system in accordance with claim 43 wherein said information includes speaking an identifying word or phrase.
50. A call management system in accordance with claim 49 wherein said identifying word or phrase is the caller's name or a portion thereof.

51. A call management system in accordance with claim 2 wherein said means for identifying the calling party includes storage containing at least one caller ID database.
52. A call management system in accordance with claim 51 wherein said at least one caller ID database is updated with information whenever a call is received from a caller not in said caller ID database.
53. A call management system in accordance with claim 52 wherein said at least one caller ID database contains the telephone numbers and listed names of potential callers.
54. A call management system in accordance with claim 52 wherein said at least one caller ID database contains representations of the voices of callers.
55. A call management system in accordance with claim 52 wherein said at least one caller ID database contains Internet addresses of callers.
56. A call management system in accordance with claim 52 wherein said at least one caller ID database contains e-mail addresses of callers.
57. A call management system in accordance with claim 51 further including means for updating said at least one caller ID database with information entered from the computer workstation at said at least one user position.

58. A call management system in accordance with claim 1 wherein said means for processing calls includes apparatus for playing a pre-recorded message to the caller.
59. A call management system in accordance with claim 2 wherein said means for processing calls includes apparatus for playing a pre-recorded message to the caller.
60. A call management system in accordance with claim 59 wherein the identity of the caller determines at least in part which pre-recorded message is played.
61. A call management system in accordance with claim 59 wherein the identity of the called user determines at least in part which pre-recorded message is played.
62. A call management system in accordance with claim 59 wherein the identity of the caller and the identity of the called user determines at least in part which pre-recorded message is played.
63. A call management system in accordance with claim 1 wherein said means for processing the call includes apparatus for switching the call to a destination selected by the called user.
64. A call management system in accordance with claim 63 wherein said apparatus for switching the call includes at least one external telephone switch.

65. A call management system in accordance with claim 64 wherein said at least one external telephone switch includes a private branch exchange or PBX switch.
66. A call management system in accordance with claim 64 wherein said at least one external telephone switch includes a telephone key system.
67. A call management system in accordance with claim 64 wherein said at least one external telephone switch includes an automatic call distributor or ACD switch.
68. A call management system in accordance with claim 64 wherein said at least one external telephone switch includes a telephone central office.
69. A call management system in accordance with claim 63 wherein said apparatus for switching the call includes switching apparatus contained within said call management computer.
70. A call management system in accordance with claim 1 wherein said system includes one or more processing rules applicable to at least one user which determine at least in part how calls to that at least one user are processed.
71. A call management system in accordance with claim 70 wherein said call management system includes storage for said processing rules.

72. A call management system in accordance with claim 70 wherein which of said processing rules is applicable is determined at least in part by the identity of the called user.
73. A call management system in accordance with claim 70 wherein which of said processing rules is applicable is determined at least in part by the current status of the called user.
74. A call management system in accordance with claim 73 wherein the current status of the called user includes whether or not he or she is on the phone.
75. A call management system in accordance with claim 73 wherein the current status of the called user includes whether or not he or she is available to receive calls.
76. A call management system in accordance with claim 73 wherein the current status of the called user includes whether or not he or she is accepting only priority calls.
77. A call management system in accordance with claim 73 wherein the current status of the called user includes his or her current location.
78. A call management system in accordance with claim 70 wherein which of said processing rules is applicable is determined at least in part by the current date, day of the week and/or time of day.
79. A call management system in accordance with claim 70 wherein said processing rules include instructions for routing calls

88. A call management system in accordance with claim 86 wherein said entered information is in the form of spoken words.
89. A call management system in accordance with claim 86 wherein said entered information determines at least in part the subsequent processing of the call.
90. A call management system in accordance with claim 70 wherein said call processing rule specifies at least in part that the call be transferred to the called user at a location other than the normal user position.
91. A call management system in accordance with claim 90 further including means for the user to change the location to which the call is to be transferred by calling the call management system and entering appropriate instructions.
92. A call management system in accordance with claim 90 wherein said call processing rule specifies a series of alternate destinations which are to be called.
93. A call management system in accordance with claim 70 wherein said call processing rule specifies at least in part that the call be transferred to a paging service.
94. A call management system in accordance with claim 70 wherein said call processing rule specifies at least in part that the call be transferred to a voice mailbox.
95. A call management system in accordance with claim 70 wherein said call processing rule specifies at least in part that

the call be transferred to an alternate location and subsequently transferred back to the called user.

96. A call management system in accordance with claim 70 wherein said call processing rule specifies at least in part that another call processing rule should be applied to the call.
97. A call management system in accordance with claim 70 wherein said call processing rule specifies at least in part that a special ringing sound should be used for the call.
98. A call management system in accordance with claim 70 wherein said call processing rule specifies at least in part that the call should be disconnected.
99. A call management system in accordance with claim 70 wherein said call processing rule specifies at least in part that the call should be placed on hold.
100. A call management system in accordance with claim 84 wherein the user may call the system and re-record the pre-recorded message(s), changing content as desired.
101. A call management system in accordance with claim 2 wherein said system includes one or more processing rules applicable to at least one caller which determine at least in part how calls from that at least one caller are processed.
102. A call management system in accordance with claim 101 wherein said call management system includes storage for said processing rules.

110. A call management system in accordance with claim 101 wherein said processing rules include instructions for routing calls from at least one caller to a destination other than the user position.
111. A call management system in accordance with claim 110 wherein said other destination is a destination on the public switched telephone network.
112. A call management system in accordance with claim 110 wherein said other destination is another user position.
113. A call management system in accordance with claim 110 wherein said other destination is a destination on the Internet.
114. A call management system in accordance with claim 110 wherein said other destination is a voice mailbox.
115. A call management system in accordance with claim 101 wherein said processing rules include playing a pre-recorded message to the caller.
116. A call management system in accordance with claim 115 wherein the identity of the called user determines at least in part which pre-recorded message is played.
117. A call management system in accordance with claim 115 wherein said pre-recorded message requests the caller to enter information.

118. A call management system in accordance with claim 117 wherein said entered information is in the form of DTMF signals.

119. A call management system in accordance with claim 117 wherein said entered information is in the form of spoken words.

120. A call management system in accordance with claim 117 wherein said entered information determines at least in part the subsequent processing of the call.

121. A call management system in accordance with claim 101 wherein said call processing rule specifies at least in part that the call be transferred to the called user at a location other than the normal user position.

122. A call management system in accordance with claim 121 further including means for the user to change the location to which the call is to be transferred by calling the call management system and entering appropriate instructions.

123. A call management system in accordance with claim 121 wherein said call processing rule specifies a series of alternate destinations which are to be called.

124. A call management system in accordance with claim 101 wherein said call processing rule specifies at least in part that the call be transferred to a paging service.

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125. A call management system in accordance with claim 101 wherein said call processing rule specifies at least in part that the call be transferred to a voice mailbox.
126. A call management system in accordance with claim 101 wherein said call processing rule specifies at least in part that the call be transferred to an alternate location and subsequently transferred back to the called user.
127. A call management system in accordance with claim 101 wherein said call processing rule specifies at least in part that another call processing rule should be applied to the call.
128. A call management system in accordance with claim 101 wherein said call processing rule specifies at least in part that a special ringing sound should be used for the call.
129. A call management system in accordance with claim 101 wherein said call processing rule specifies at least in part that the call should be disconnected.
130. A call management system in accordance with claim 101 wherein said call processing rule specifies at least in part that the call should be placed on hold.
131. A call management system in accordance with claim 115 wherein the user may call the system and re-record the pre-recorded message(s), changing content as desired.

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132. A call management system in accordance with claim 101 wherein which of said processing rules is applicable is determined at least in part by the identity of the calling party.
133. A call management system in accordance with claim 115 wherein the identity of the calling party determines at least in part which pre-recorded message is played.
134. A call management system in accordance with claim 115 wherein the telephone number of the calling party or a portion thereof determines at least in part which pre-recorded message is played.
135. A call management system in accordance with claim 79 wherein said other destination is a plurality of user positions.
136. A call management system in accordance with claim 79 wherein said other destination is an extension number.
137. A call management system in accordance with claim 110 wherein said other destination is a plurality of user positions.
138. A call management system in accordance with claim 110 wherein said other destination is an extension number.
139. A call management system in accordance with claim ¹/₇ wherein said system includes one or more processing rules wherein the type of call determines at least in part how calls of each type are processed.

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140. A call management system in accordance with claim 139 wherein said call management system includes storage for said processing rules.
141. A call management system in accordance with claim 139 wherein which of said processing rules is applicable is determined at least in part by the identity of the called user.
142. A call management system in accordance with claim 139 wherein which of said processing rules is applicable is determined at least in part by the current status of the called user.
143. A call management system in accordance with claim 142 wherein the current status of the called user includes whether or not he or she is on the phone.
144. A call management system' in accordance with claim 142 wherein the current status of the called user includes whether or not he or she is available to receive calls.
145. A call management system in accordance with claim 142 wherein the current status of the called user includes whether or not he or she is accepting only priority calls.
146. A call management system in accordance with claim 142 wherein the current status of the called user includes his or her current location.

147. A call management system in accordance with claim 142 wherein which of said processing rules is applicable is determined at least in part by the current date, day of the week and/or time of day.

148. A call management system in accordance with claim 139 wherein said processing rules include instructions for routing calls from at least one caller to a destination other than the user position.

149. A call management system in accordance with claim 148 wherein said other destination is a destination on the public switched telephone network.

150. A call management system in accordance with claim 148 wherein said other destination is another user position.

151. A call management system in accordance with claim 148 wherein said other destination is a destination on the Internet.

152. A call management system in accordance with claim 139 wherein said call processing rule specifies at least in part that the call be transferred to the called user at a location other than the normal user position.

153. A call management system in accordance with claim 152 further including means for the user to change the location to which the call is to be transferred by calling the call management system and entering appropriate instructions.

154. A call management system in accordance with claim 152 wherein said call processing rule specifies a series of alternate destinations which are to be called.

155. A call management system in accordance with claim 139 wherein said call processing rule specifies at least in part that the user be paged upon receipt of certain calls.

156. A call management system in accordance with claim 139 wherein said call processing rule specifies at least in part that another call processing rule should be applied to the call.

157. A call management system in accordance with claim 139 wherein said call processing rule specifies at least in part that a special ringing sound should be used for the call.

158. A call management system in accordance with claim 139 wherein which of said processing rules is applicable is determined at least in part by the identity of the calling party.

159. ~~A call management system in accordance with claim 1 wherein said interaction with said workstation of said at least one user position includes a command to put the call through to said at least one user position.~~

160. A call management system in accordance with claim 1 wherein said interaction with said workstation of said at least one user position includes a command to disconnect the call.

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161. A call management system in accordance with claim 1 wherein said interaction with said workstation of said at least one user position includes a command to mute the call.
162. A call management system in accordance with claim 1 wherein said interaction with said workstation of said at least one user position includes a command to transfer the call to another destination.
163. A call management system in accordance with claim 162 wherein said another destination is a voice mailbox.
164. A call management system in accordance with claim 1 wherein said interaction with said workstation of said at least one user position includes a command to route the call to a plurality of user positions for answer by the first available user from that plurality.
165. A call management system in accordance with claim 1 wherein said interaction with said workstation of said at least one user position includes a command to put the call on hold.
166. A call management system in accordance with claim 101 wherein said interaction with said workstation of said at least one user position includes a command to add the caller to a specific rule.
167. A call management system in accordance with claim 70 wherein said interaction with said workstation of said at least one

user position includes a command to apply a selected rule to the call.

168. A call management system in accordance with claim 101 wherein said interaction with said workstation of said at least one user position includes a command to apply a selected rule to the call.

169. A call management system in accordance with claim 1 wherein said interaction with said workstation of said at least one user position includes a command to record a call.

170. A call management system in accordance with claim 1 wherein said interaction with said workstation of said at least one user position includes a command to playback a selected recorded call or a portion thereof.

171. A call management system in accordance with claim 1 wherein said interaction with said workstation of said at least one user position includes a command to conference at least one other party in on the call.

172. A call management system in accordance with claim 1 wherein said interaction with said workstation of said at least one user position includes a command to associate an electronic message with the call.

173. A call management system in accordance with claim 172 wherein said associated electronic message is displayed on the workstation along with the call.

174. A call management system in accordance with claim 173 wherein said displayed associated electronic message is displayed on the associated workstation of another user whenever the call is transferred to or conferenced with that user.

175. A call management system in accordance with claim 1 wherein said interaction with said workstation of said at least one user position includes a command to ask the caller for additional information.

176. A call management system in accordance with claim 171 wherein said additional information is requested to be entered in voice.

177. A call management system in accordance with claim 171 wherein said additional information is requested to be entered using DTMF signals.

178. A call management system in accordance with claim 171 wherein said additional entered information is transmitted to the user position.

179. A call management system in accordance with claim 58 wherein said interaction with said workstation of said at least one user position includes a command to play a pre-recorded message to the caller.

180. A call management system in accordance with claim 179 wherein the pre-recorded message is selected from a list by the user.

181. A call management system in accordance with claim 179 wherein the user may specify actions to be taken following the playing of the pre-recorded message.

182. A call management system in accordance with claim 2 wherein said interaction with said workstation of said at least one user position includes a command to play a pre-recorded message to the caller which is personalized for the specific caller.

183. A call management system in accordance with claim 1 wherein a log of call information is maintained for calls placed to and/or from system users.

184. A call management system in accordance with claim 183 wherein said interaction with said workstation of said at least one user position includes a command to display some or all of that user's calls as recorded in the call log on said workstation.

185. A call management system in accordance with claim 2 wherein a log of call information is maintained for calls placed to and/or from system users.

186. A call management system in accordance with claim 185 wherein said interaction with said workstation of said at

least one user position includes a command to display some or all of that user's calls as recorded in the call log on said workstation.

187. A call management system in accordance with claim 186 wherein said interaction with said workstation of said at least one user position includes a command to display call information from the call log relating to a particular caller.
188. A call management system in accordance with claim 186 wherein said displayed information from said call log may be restricted to calls which did not reach the user.
189. A call management system in accordance with claim 186 wherein said displayed information from said call log may be restricted to incoming calls to the user.
190. A call management system in accordance with claim 186 wherein said displayed information from said call log may be restricted to outbound calls from the user.
191. A call management system in accordance with claim 186 wherein said displayed information from said call log may be restricted to calls received and/or placed after a certain time or event.
192. A call management system in accordance with claim 186 wherein the user may select a particular call from the call log and command that a call be placed to that caller.

193. A call management system in accordance with claim 1 wherein said interaction with said workstation of said at least one user position includes a facility for composing an electronic message for at least one other user and a command for delivering said message to said at least one other user.
194. A call management system in accordance with claim 193 wherein each of said workstations includes means to receive electronic messages from other users, means to alert the user of receipt of such electronic messages, and means to display such electronic messages when desired.
195. A call management system in accordance with claim 194 wherein each of said user workstations includes means to reply to received electronic messages.
196. A call management system in accordance with claim 194 wherein each of said user workstations includes a command to initiate a call to the sender of received electronic messages.
197. A call management system in accordance with claim 1 wherein the present status of users of the system is maintained.
198. A call management system in accordance with claim 197 wherein said present status of users includes whether or not such users are currently available to receive calls.

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199. A call management system in accordance with claim 197 wherein said present status of users includes whether or not such users are currently handling a telephone call.
200. A call management system in accordance with claim 197 wherein said present status of users includes whether or not such users are currently available only to receive calls from selected callers.
201. A call management system in accordance with claim 197 wherein said present status of users includes when said users are expected to be available to receive calls.
202. A call management system in accordance with claim 197 wherein said present status of users includes at least one optional electronic message entered by each user.
203. A call management system in accordance with claim 197 wherein the present status of other users may be viewed at any time on a user's workstation.
204. A call management system in accordance with claim 1 wherein said means for interacting with the workstation of said at least one user position includes popping up a window on the computer workstation associated with said at least one user position.
205. A call management system in accordance with claim 1 wherein said means for interacting with the workstation of said at least one user position includes flashing an icon on the

computer workstation associated with said at least one user position.

206. A call management system in accordance with claim 1 wherein said means for interacting with the workstation of said at least one user position includes playing an audible signal on the computer workstation associated with said at least one user position.

207. A call management system in accordance with claim 1 wherein said means for interacting with the workstation of said at least one user position includes flashing a window on the computer workstation associated with said at least one user position.

208. A call management system in accordance with claim 1 wherein said means for interacting with the workstation of said at least one user position includes notifying the user when a call is received for that user.

209. A call management system in accordance with claim 1 wherein said means for interacting with the workstation of said at least one user position includes notifying the user when a fax is received for that user.

210. A call management system in accordance with claim 1 wherein said means for interacting with the workstation of said at least one user position includes notifying the user when an e-mail message is received for that user.

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211. A call management system in accordance with claim 1 wherein said means for interacting with the workstation of said at least one user position includes notifying the user when a call is transferred to the voice mailbox associated with that user.
212. A call management system in accordance with claim 2 wherein said means for interacting with the workstation of said at least one user position includes notifying the user when a call is transferred to the voice mailbox associated with that user.
213. A call management system in accordance with claim 212 wherein said notification includes the identity of the caller.
214. A call management system in accordance with claim 1 wherein said means for interacting with the workstation of said at least one user position includes a command to activate the e-mail software system for that user.
215. A call management system in accordance with claim 19 wherein said means for interacting with the workstation of said at least one user position includes a command to activate the fax viewing software system for that user.
216. A call management system in accordance with claim 1 further including a directory database with entries of at least names and associated telephone addresses.

217. A call management system in accordance with claim 216 wherein said directory database further includes entries which are private to each user of the system.
218. A call management system in accordance with claim 216 wherein said directory database further includes entries which are associated with groups of users.
219. A call management system in accordance with claim 216 wherein said means for interacting with the workstation of said at least one user position includes a command to view the directory database at least in part on the workstation.
220. A call management system in accordance with claim 219 wherein said command further includes an instruction to sort the directory database or a portion thereof according to selected criteria.
221. A call management system in accordance with claim 219 wherein said command further includes instruction to limit the displayed entries according to selected criteria.
222. A call management system in accordance with claim 216 wherein an entry may be selected by the user.
223. A call management system in accordance with claim 222 wherein the selection is made by finding a match in the database with data entered on the workstation keyboard.

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224. A call management system in accordance with claim 222 wherein the selection is made by using a pointing device associated with the workstation.
225. A call management system in accordance with claim 222 wherein the selected entry is used to transfer calls to a corresponding destination.
226. A call management system in accordance with claim 222 wherein the selected entry is used to originate calls to a corresponding destination.
227. A call management system in accordance with claim 222 wherein the selected entry is used to conference calls with a corresponding destination.
228. A call management system in accordance with claim 222 wherein the selected entry is used to originate fax calls to a corresponding destination.
229. A call management system in accordance with claim 222 wherein the selected entry is used to originate data calls to a corresponding destination.
230. A call management system in accordance with claim 222 wherein the selected entry is used to review the current status of the selected party.
231. A call management system in accordance with claim 222 wherein the selected entry is used to route electronic messages to the selected party.

232. A call management system in accordance with claim 222 wherein the selected entry is used to access the voice mailbox of the selected party.
233. A call management system in accordance with claim 216 further including means for updating the directory database from user workstations.
234. A call management system in accordance with claim 1 further including means for originating calls in response to commands from user workstations.
235. A call management system in accordance with claim 234 wherein calls are originated in response to user selection from speed dial buttons displayed on the user workstation screen.
236. A call management system in accordance with claim 234 wherein calls are originated in response to user commands using a dial pad displayed on the user workstation screen.
237. A call management system in accordance with claim 234 wherein calls are originated in response to user typed commands from the workstation keyboard.
238. A call management system in accordance with claim 237 wherein said typed commands include the name of the party to be called.

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239. A call management system in accordance with claim 237 wherein said typed commands include the telephone number of the party to be called.
240. A call management system in accordance with claim 234 further including a log of recent calls from each user position.
241. A call management system in accordance with claim 240 wherein calls may be re-dialed in response to user commands from the log of recent calls from that user.
242. A call management system in accordance with claim 2 further including means to activate a personal information manager or other software program in the user workstation in response to the receipt of a call from one of a group of specified callers.
243. A call management system in accordance with claim 1 wherein callers who are on hold hear music while on hold.
244. A call management system in accordance with claim 1 further including one or more speed transfer buttons displayed on user workstations to command that a selected call be transferred to a destination associated with each button.
245. A call management system in accordance with claim 244 wherein speed dial buttons which originate calls replace the speed transfer buttons when no calls are active at the user position.

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telephone trunk lines to the on-premises telephone equipment, removing the call management computer.

263. A call management system in accordance with claim 262 wherein said switching means bridges automatically whenever the call management computer experiences a failure.

264. A call management system in accordance with claim 260 wherein said trunk lines to a telephone service provider and said telephone trunk lines to on-premises telephone equipment are of different types and/or numbers.

265. A call management system in accordance with claim 260 further including switching means to switch all telephone trunks to a second call management computer.

266. A call management system in accordance with claim 265 wherein said switching means switches automatically whenever the first call management computer experiences a failure.

267. A call management system in accordance with claim 1 further including at least another call management computer, wherein each call management computer intercepts and processes a portion of the calls.

268. A call management system in accordance with claim 267 further including means to remove one call management computer from active call handling, with the remaining call management computer(s) assuming all call interception and processing.

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269. A call management system in accordance with claim 268 wherein said means to remove one call management computer from active call handling operates automatically whenever a call management computer fails.
270. A call management system in accordance with claim 4 wherein each user has a single telephone number for both voice and fax calls.
271. A call management system in accordance with claim 5 wherein each user has a single telephone number for voice, fax and data calls.
272. A call management system in accordance with claim 6 wherein each user has a single telephone number for both voice and data calls.
273. A call management system in accordance with claim 7 wherein each user has a single telephone number for voice, fax and data calls.
274. A call management system in accordance with claim 1 further including:
- a. means for each computer workstation to transmit a document to said call management computer and;
 - b. means for said call management computer to transmit said document to at least one destination via facsimile.

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275. A call management system in accordance with claim 274 further including means for logging successful and unsuccessful fax transmissions.

276. A call management system in accordance with claim 275 further including means for viewing said log from said computer workstation.

277. A call management system in accordance with claim 274 further including a user-specified facsimile banner for each user.

278. A call management system in accordance with claim 1 further including:

- a. means for each computer workstation to transmit a data file to said call management computer and;
- b. means for said call management computer to transmit said data file to at least one destination.

279. A call management system in accordance with claim 278 further including means for logging successful and unsuccessful data file transmissions.

280. A call management system in accordance with claim 279 further including means for viewing said log from said computer workstation.

281. A call management system in accordance with claim 1 further including a voice mailbox for each user and means for

storing voice messages in each voice mailbox and means for retrieving said voice messages.

282. A call management system in accordance with claim 1 wherein calls received for non-users are routed to appropriate destinations without further processing.

283. A call management system in accordance with claim 4 wherein fax calls received for specified numbers are accepted as though directed to a specified user.

284. A call management system in accordance with claim 7 wherein fax calls received for specified numbers are accepted as though directed to a specified user.

285. A call management system in accordance with claim 5 wherein data calls received for specified numbers are accepted as though directed to a specified user.

286. A call management system in accordance with claim 6 wherein data calls received for specified numbers are accepted as though directed to a specified user.

287. A call management system in accordance with claim 1 further including means to receive a call from a remote destination, determine the telephone number of that remote destination, and originate a call to the remote destination, whether or not the original call was answered.

288. A call management system in accordance with claim 1 further including:

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- a. means for intercepting a call placed by a system user to his or her voice mailbox;
- b. means for identifying said system user;
- c. means for determining if said system user has received new electronic messages;
- d. means for notifying said system user of these new electronic messages;
- e. means for accepting delivery instructions for some or all of said new electronic messages from said system user and;
- f. means for delivering the specified new electronic messages according to said instructions.

290. A call management system in accordance with claim 288 wherein said new electronic messages include e-mail messages.

292. A call management system in accordance with claim 1 further including:

a. means for intercepting a call placed by a system user to a specified telephone number or group of numbers;

- b. means for identifying said system user;
- c. means for determining if said system user has received new electronic messages;
- d. means for notifying said system user of these new electronic messages;
- e. means for accepting delivery instructions for some or all of said new electronic messages from said system user and;
- f. means for delivering the specified new electronic messages according to said instructions.

293. A call management system in accordance with claim 288 wherein said new electronic messages include fax documents.

294. A call management system in accordance with claim 288 wherein said new electronic messages include e-mail messages.

295. A call management system in accordance with claim 288 wherein said new electronic messages include data files.

296. A call management system in accordance with claim 288 wherein said new electronic messages include voice messages.

297. A call management system comprising:

- a. a plurality of user positions, comprising a computer workstation and associated telephone apparatus;
- b. a call management computer;

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- c. a digital data network connecting each workstation of said plurality of user positions with said call management computer;
- d. said call management computer including means for intercepting an incoming call and routing it to a first user position;
- e. means for accepting instructions from said user position to direct the call to a sub-set of said plurality of user positions;
- f. means for presenting the call to said sub-set of user positions and;
- g. means responsive to actions at one of said sub-set of user positions for removing the notification at the remaining positions within the sub-set.

298. A call management system in accordance with claim 297 further including means for associating an electronic message with said call at said first user position and presenting said associated electronic message along with the call notification on the workstations of said sub-set of said plurality of user positions.

299. A call management system in accordance with claim 298 wherein the content of the associated electronic message is determined at least in part by which number was dialed by the caller.

300. A call management system in accordance with claim 298 wherein the content of the electronic message is determined at least in part by the telephone number or a portion thereof of the caller.

301. A call management system comprising:

- a. a plurality of user positions, comprising a computer workstation and associated telephone apparatus;
- b. a call management computer;
- c. a digital data network connecting each workstation of said plurality of user positions with said call management computer;
- d. said call management computer including means responsive to receipt of a call dialed to a specified number or group of numbers for presenting the call to a specified sub-set of said user positions and;
- e. means responsive to actions at one of said sub-set of user positions for removing the notification at the remaining positions within the sub-set.

302. A call management system in accordance with claim 301 further including means for associating an electronic message with said call and presenting said associated electronic message along with said call presentation on the workstations of said sub-set of said plurality of user positions.

309. A call management system in accordance with claim 297 wherein the sub-set of said user positions is determined at least in part by ~~the~~ telephone number from which the call originated or a portion thereof.

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